

AGENDA
Exeter Public Library
Long-range Plan Committee Meeting
November 20, 2025
5:15 PM
ZOOM LINK:

<https://us06web.zoom.us/j/82733297235?pwd=gR4e4baAH52sNNsr0kaZOoOxCkY06h.1>

1. Call to order & roll call
 - a. Call to Order 5:15 PM
 - b. Jenny Medlock (Trustee Member), Julia Lanter (Library Director), Shelby Lennon (Library Assistant and Meeting Scribe), Chandra Boudreau (Operations Manager), Sarah Medlock, Amanda Kelly, Jan O'Brien, Ben Tougas, Mark Giuliucci, Kristen Murphy
2. Approval of Previous Meeting Minutes
 - a. Tabled for December meeting. Julia made motion to vote on minutes, no second and no formal vote. Amanda abstained due to her notes contradicting minutes and allowing for more time for review. Minutes for October and November will be resent to committee
3. Review of Objectives
 - a. End outcome/ goals
 - i. Find gaps in the community's service needs
 - ii. Survey includes multi-faceted approach i.e. facility needs, staffing, community needs
 - iii. Discussion of existing data points for comparison
 1. 2010 survey is most recent
 2. IMLS statistical data
 - iv. Discussion of the end goals of the survey
 1. Amanda said it was good to have end goals discussed before the creation of the survey
 2. Julia said the goal was to better understand the service needs of the community
 3. Chandra said that the last long range plan survey did not aim to build the new building, rather the data collected revealed the community's need for a new building.
4. Teen Committee Review
 - a. Teens requested a separate survey unique to their age group

- b. Teens requested paper form or emailed link and did not like QR codes. Ben reflected similar sentiments for younger adults.
- c. Teens requested incentive for teens filling out the survey
 - i. Coupons for Bowling lanes in Exeter was mentioned by teen committee
- d. Teens preferred open-ended questions and “strongly agree” to “strongly disagree”
- e. Teens showed interest in the star rating questions
- f. Committee consensus affirmed separate teen survey
- g. Janice pointed out similar customization could be used when visiting seniors.

5. Survey Planning Discussion

- a. Choose Survey Format
 - i. Google Forms for digital survey and data entry
 - ii. High school uses Google Forms for an ongoing survey at the Library per Mark
 - iii. The committee voted to approve the use of Google Forms for survey format. Ben made a motion to approve the use of Google Forms and Janice seconded all approved.
- b. Select Question Format
 - i. Recommended to Use by committee:
 - 1. At least one open-ended question
 - a. Amanda favored having open-ended questions in the beginning as people won't be tired at the end of the survey.
 - b. Kristen favored having open-ended questions at the end as to allow for last thoughts not discussed in the survey.
 - c. Ben said at least one open-ended question.
 - 2. “Pick one from each row”
 - a. Less than 3-4 data points and fewer lines is better
 - 3. Check boxes okay with limits
 - a. Limits to how many boxes can be clicked with a maximum of 3
 - 4. Sarah liked “Applause-o-meters” for young children which can be used on phones to collect data points
 - 5. Amanda voiced concerns of open-ended questions to be too qualitative and not producing enough hard data which would make creating a final report difficult.
 - 6. Jenny pointed out that the committee would have to interpret meanings with open end questions which may dilute the intention. She recommended just listing exactly what they said. Amanda said this would result in pages and pages of results that are hard to synthesize.

- ii. Recommended to avoid or limit:
 - 1. “Check all” can create difficult data points. Kristen said check boxes could be helpful if a max selection was in place. For example, pick your top three.
 - 2. Drop Downs
 - 3. Avoid Long Lists
- c. Identify Key Question Topics
 - i. Tabled for future meeting
- d. Draft Survey Language
 - i. Tabled for future meeting

6. Homework and Next Steps

- a. Demographics for the next session
 - i. Who are we trying to capture in this survey
- b. Stakeholders map - Kristen Murphy offered to discuss this methodology with Julia before the next meeting.
- c. Share meeting minutes, review minutes and agendas. Amanda requested a timeline which Julia said she would share with committee
- d. Next Meeting Thursday, December 18 at 5:15 PM
- e. Meeting adjourned at 6:06 PM